NDPERS
Online
Services

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discovernd.com/ndpers

NDPERS ACCOUNT:

Q. **Why is my annual statement not updated each time I login or make a change?**

A. Annual statements are a reflection of your NDPERS account(s) as of the end of each fiscal year (June 30th) for active or deferred members and end of each calendar year for retirees. Annual statements print only once a year. Any changes you make throughout the year are reflected on the annual statement generated at the end of the next fiscal year or calendar year.

Q. **When is my member account balance, credit and salary information updated?**

A. Accounts are updated once a month, generally around the 20th.

Q. **Why do I get the message: You do not have an active account?**

A. Either 1) You only have group insurance with NDPERS and/or your retirement account is another employer-sponsored plan, such as Teacher's Fund for Retirement or TIAA-CREF.

Or

2) You are a "lost participant"-NDPERS no longer has a valid address on file. To update your address, please complete a "**Notice of Change SFN 10766**" and send the form to the NDPERS office.

Q. **Can I view my NDPERS medical spending account balance?**

A. Not at the present time.

LOGIN, PASSWORD, ID

Q. **I have multiple ND Login IDs?**

A. Only one ID can be associated to your NDPERS On-line Services account. Please remember which ID is associated with your NDPERS account as we cannot access this information.

Q. Why am I getting a message that my Social Security number is already associated with a ND Login ID?

A. You are not using the ND Login ID you assigned to your NDPERS account and need to use the same one you originally setup, or call NDPERS.

Q. What do I do if my email address changes?

A. Contact the ITD Help desk.

Telephone number is (701) 328-4470

Web: **http://www.state.nd.us/itd/contact-us.html**

Q. How do I choose a password?

A. You create your own password, so choose a password you will easily remember. Your password must be no less than six characters which contains at least one lower and one upper case character and one number--Remember what characters are upper and lower case characters and numeric. Change your password regularly.

Q. How do I set security questions?

A. Make them unique to you.

Examples:

Q. What's my brother/sister's middle name
A. Jack/Jill
Q. What's my pet's name?
A. No pet